



WERC Customer Satisfaction Survey

The Wisconsin Employment Relations Commission is an independent quasi-judicial statutory tribunal responsible for the administration of a system of collective bargaining and grievance adjudication in the public and private sectors. In order to serve you better, and as part of our strategic plan, the Commission would like to know what is important to you as a customer and how well the Commission and its staff are performing.

Please complete this questionnaire and return it to us **by June 30, 1999** in the envelope provided. All responses will remain strictly confidential. The results will be analyzed so that no individual can be identified.

If you require further information about the survey, do not hesitate to contact us at WERC. Mailing address: P.O. Box 7870, Madison, WI 53707-7870, Attention Paul A. Hahn. Phone: (608) 266-1381.

I. DEMOGRAPHIC DATA

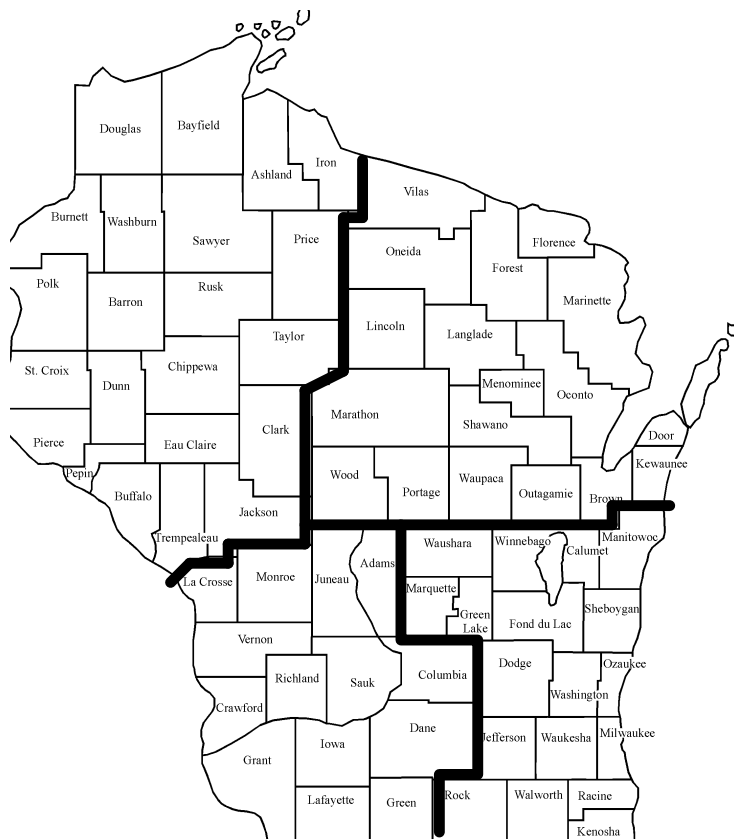
1. Please indicate whether you are (check as many as apply):

- ☐ a representative of a bargaining agent [Union or Association]
- ☐ a representative of an employer
- ☐ outside counsel representing an employer
- ☐ outside counsel representing a bargaining agent [Union or Association]
- ☐ neutral third party
- ☐ other (Please specify) _____

2. Where are you located (*check one)?

- ☐ Northwest Wisconsin
- ☐ Northeast Wisconsin
- ☐ Southwest Wisconsin
- ☐ Southeast Wisconsin
- ☐ Other (Please specify) _____

**Please see map below*



II. EXPERIENCE WITH WERC

3. In the past 12 months, have you been involved in WERC proceedings, including mediations, elections, prohibited practices, arbitration, declaratory rulings?

- ☐ Yes Approximately how many cases over the past 12 months: 0-3 _____ 4-6 _____ 7 plus _____
- ☐ No Please respond to those questions in the Survey that are not related to a specific proceeding(s).

4. a. Overall how satisfied were you with the proceedings?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

b. If you were satisfied with the proceedings, please explain why.

c. If you were dissatisfied with the proceedings, please explain why:

III. HEARINGS: Adjudication of Prohibited Practice and Representation and Declaratory Rulings

5. a. The following service elements apply to your pre-hearing interaction with WERC, from first contact up to the hearing. Please indicate how important each of the following service elements is to you (circle one number in Column A) and how satisfied you are with the performance of the Commission personnel involved (circle one number in Column B).

Category	A Importance to you					B WERC performance					
	Very Important				Not Important	Very satisfied		Somewhat satisfied		Very dissatisfied	Not Applicable
Scheduling of hearing, Prohibited Practice and Representation Hearings											
Timely effort to schedule hearing	5	4	3	2	1	5	4	3	2	1	na
Timely issue of notice of hearing	5	4	3	2	1	5	4	3	2	1	na
Quality of Hearing Service											
Accuracy of information	5	4	3	2	1	5	4	3	2	1	na
Timeliness of information	5	4	3	2	1	5	4	3	2	1	na
Completeness of information	5	4	3	2	1	5	4	3	2	1	na
Fair and impartial treatment	5	4	3	2	1	5	4	3	2	1	na
Communications with Staff											
Accessibility	5	4	3	2	1	5	4	3	2	1	na
Responsiveness	5	4	3	2	1	5	4	3	2	1	na
Courtesy	5	4	3	2	1	5	4	3	2	1	na
Knowledgeable	5	4	3	2	1	5	4	3	2	1	na

- b. If you were satisfied with any of the above aspects of service, please explain why.

- c. If you were dissatisfied with any of the above aspects of service, please explain why.

6. In the past 12 months, have you appeared at an administrative adjudication hearing?

- ☐ Yes How many hearings over the past year? _____
☐ No Go to Section IV

7. a. Overall how satisfied were you with the hearing process?

- ☐ Very satisfied
☐ Satisfied
☐ Somewhat satisfied
☐ Somewhat Dissatisfied
☐ Very dissatisfied

- b. If you were satisfied with the hearing process, please explain why.

- c. If you were dissatisfied with the hearing process, please explain why.

8. a. How satisfied were you with the following?

Category				Satisfaction	
Procedural Issues	Very Satisfied		Somewhat Satisfied		Very Dissatisfied
Procedural fairness	5	4	3	2	1
Opportunity to present your case	5	4	3	2	1
Commission personnel attentiveness	5	4	3	2	1
Decision issued in a timely fashion	5	4	3	2	1
Completeness of decision	5	4	3	2	1

b. If you were satisfied with any of the above, please explain why.

c. If you were dissatisfied with any of the above, please explain why.

IV. COMMISSIONER ADJUDICATION OF PROHIBITED PRACTICE, REPRESENTATION CASES AND DECLARATORY RULINGS

9. a. How satisfied were you with the following?

Category				Satisfaction	
Procedural Issues	Very Satisfied		Somewhat Satisfied		Very Dissatisfied
Procedural fairness	5	4	3	2	1
Opportunity to present your case	5	4	3	2	1
Commission member attentiveness	5	4	3	2	1
Decision issued in a timely fashion	5	4	3	2	1
Completeness of decision	5	4	3	2	1

b. If you were satisfied with any of the above, please explain why.

c. If you were dissatisfied with any of the above, please explain why.

V. MEDIATION SERVICES

10. In the past 12 months have you used the Commission's mediation services?

- ☐ Yes For approximately how many cases over the past year? 0-3 ☐ 4-6 ☐ 7 plus ☐
- ☐ No Go to Section VI.

11. a. Approximately how many times have you used the following, and how satisfied were you with the mediation services provided?

Category		Satisfaction				
Mediation services	# of cases	Very Satisfied		Somewhat Satisfied		Very Dissatisfied
Collective Bargaining Mediation		5	4	3	2	1
Grievance Mediation		5	4	3	2	1
Prohibited Practice Mediation		5	4	3	2	1

b. If you were satisfied with any of the above, please explain why.

c. If you were dissatisfied with any of the above, please explain why.

12. a. As a client of Mediation Services, indicate how important each of the following service qualities is to you (circle one number in Column A) and how satisfied you are with the performance of the Commission (circle one number in Column B)

Category	A Importance to you					B WERC performance					Not Applicable
	Very Important				Not Important	Very Satisfied Dissatisfied			Somewhat Satisfied		
Quality of Mediation Services											
Availability of services	5	4	3	2	1	5	4	3	2	1	na
Timeliness of services	5	4	3	2	1	5	4	3	2	1	na
Consistency of services	5	4	3	2	1	5	4	3	2	1	na
Expertise in mediation	5	4	3	2	1	5	4	3	2	1	na
Ability to manage difficult situations	5	4	3	2	1						
Innovativeness/ ingenuity	5	4	3	2	1	5	4	3	2	1	na
Communications with Staff											
Accessibility	5	4	3	2	1	5	4	3	2	1	na
Responsiveness	5	4	3	2	1	5	4	3	2	1	na
Courtesy	5	4	3	2	1	5	4	3	2	1	na
Knowledgeable	5	4	3	2	1	5	4	3	2	1	na

- b. If you were satisfied with any of the above, please explain why.

- c. If you were dissatisfied with any of the above, please explain why.

13. a. Have the Commission's mediation services been useful in helping to resolve your cases?

- ☐ Yes
☐ No

- b. Please explain why.

14. a. Are there other mediation services you would like to see offered?

- ☐ Yes
☐ No

b. Please specify.

15. a. Are there mediation services offered that you do not see a need for?

- ☐ Yes
- ☐ No

b. Please specify.

VI. ARBITRATION SERVICES

16. Have you had any grievance arbitration awards or arbitration settlements from Commission personnel in the past two years?

- ☐ Yes
- ☐ No (If no, please skip to question #25)

17. If YES, how many?

1 2 3 4 5 6 - 10 10 or more

18. Was the service in terms of being contacted to set a hearing date from the Commission slower, faster or about the same as that of a private arbitrator?

1 2 3 4
Slower About the Same Faster Don't know

19. What do you regard as a reasonable period of time between submission of a request for grievance arbitration to the Commission and the holding of a hearing?

1 2 3 4 5 6
30 days 60 days 90 days 120 days 150 days More

20. In general, in the last two years, how much time elapses between submission of a request for grievance arbitration to the Commission and the holding of a hearing by Commission arbitrators in the cases you've had with the Commission?

1	2	3	4	5	6
30 days	60 days	90 days	120 days	150 days	More

21. Was the service in terms of getting an award after the record was closed (last brief received) from the Commission slower, faster or about the same as that of a private arbitrator?

1	2	3	4
Slower	About the Same	Faster	Don't know

22. What do you regard as a reasonable period of time between the closing of the record (last brief received) and the issuance of an award?

1	2	3	4	5	6
30 days	60 days	90 days	120 days	150 days	More

23. In general, how much time elapses between the closing of the record (last brief received) and the issuance of an award by Commission arbitrators in the cases you've had with the Commission?

1	2	3	4	5	6
30 days	60 days	90 days	120 days	150 days	More

24. In general, how satisfied were you with the timeliness of the arbitration services provided by the Commission?

1	2	3	4	5
Very	Fairly		Fairly	Very
Satisfied	Satisfied	Satisfied	Dissatisfied	Dissatisfied

25. Would you like to see the Commission offer expedited grievance arbitration services?

☐ Yes
☐ No

Explain what sort of expedited services you would like to see _____

26. If it would guarantee an award within thirty days of the hearing, would you be willing to:
Accept a very brief, expedited award format?

☐ Yes
☐ No

Conduct hearings by teleconference?

☐ Yes

☐ No

Submit cases on oral arguments?

☐ Yes

☐ No

Agree that awards would be non-precedential?

☐ Yes

☐ No

☐ Other _____

27. Using "1" as being most important, and "7" as least important, what is the importance of each of the following factors in determining your level of satisfaction with an arbitration:

_____ Promptness of being contacted to set a hearing date

_____ Promptness of date set

_____ Promptness of getting the award after the hearing

_____ Opportunity for mediation during case processing

_____ Quality of the hearing itself

_____ Quality of the written product

_____ Result in the specific case

_____ Ability to jointly request specific WERC-employed arbitrator

_____ Ability to receive panel of WERC-employed arbitrators

_____ Lack of gratuitous language in the decision

_____ Other (Please specify): _____

28. Using "1" as being most important, and "7" as least important, what is the importance of each of the following factors in deciding to use WERC arbitration?

_____ Cost

_____ Reputation of the staff for impartiality

_____ Reputation of the staff for knowledge of labor relations

_____ Overall quality of the service

_____ Contractual requirement to use WERC

_____ Opportunity for mediation at the hearing

_____ Ability to jointly request specific WERC-employed arbitrator

_____ Ability to receive panel of WERC-employed arbitrators

_____ Other (Please specify): _____

29. Ad Hoc Panel Arbitrators:

Please respond as appropriate:

- a. Do you use our ad hoc panel service?
- ☐ Yes
- ☐ No
- b. If YES, what is the turn-around time you experience in receiving a panel?
- ☐ 15 days
- ☐ 30 days
- ☐ 60 days
- c. Are you satisfied with experience of panel arbitrators?
- ☐ Yes
- ☐ No
- d. Are you satisfied with availability of panel arbitrators?
- ☐ Yes
- ☐ No
- e. Are you satisfied with the cost of panel arbitrators?
- ☐ Yes
- ☐ No
- f. What is your opinion on inclusion of out-of-state arbitrators on grievance panels?
- ☐ Good ☐ Do not care ☐ No comment ☐ No

VII. INFORMATION SERVICES

30. Please answer the following questions and add any comments you may have concerning each of them:

- a. Some years ago WERC went from a receptionist to voice mail. You are:

1	2	3	4	5
Very	Fairly		Fairly	Very
Satisfied	Satisfied	Satisfied	Dissatisfied	Dissatisfied

- b. If you are dissatisfied with the voice mail system, how would you modify it so as to improve it?

- c. WERC has, in the past, periodically issued a newsletter. In the future the WERC intends to continue to provide our customers with information updates at our Website in a more timely manner. It is, therefore,

1	2	3	4	5
Very		Somewhat		Not
Important		Important		Important

That we continue to periodically mail to our customers the same information in paper copy.

Comments _____

- d. Are WERC administrative rules understandable and easy to use?

☐ Yes
☐ No

Comments _____

Forms, reports, digests and many other documents published by WERC are available on a new WERC site on the Internet World Wide Web (<http://badger.state.wi.us/agencies/werc/index.htm>)

Have you used the WERC website?

☐ Yes
☐ No

Comments _____

WERC offers paper subscriptions and individual documents consisting of the administrative decisions of the Commission and its examiners, grievance awards by WERC-employed arbitrators, and interest awards issued by private ad hoc arbitrators. WERC also offers those decisions and grievance awards issued since July of 1989 for sale in diskette and CD-ROM form, and at no cost on the WisBar website (www.wisbar.org/werc/cd/ and www.wisbar.org/werc/ga/).

Are WERC's decision and award publications readily and promptly available?

☐ Yes
☐ No

Comments _____

Are individual documents easily ordered and promptly delivered once ordered?

☐ Yes
☐ No

Comments _____

Are subscription sales promptly and courteously handled?

☐ Yes

☐ No

Comments _____

Have you used the WERC decision and grievance award databases on the WisBar website?

☐ Yes

☐ No

Comments _____

WERC publishes private sector decision digests periodically and the Wisconsin Association of School Boards publishes public sector digests of WERC decisions and tables of interest awards. Are the available digests and tables timely and useful?

☐ Yes

☐ No

Comments _____

What other suggestions do you have concerning WERC communications and publications?

VIII. FURTHER THOUGHTS

31. Do you have any further comments about your experience with WERC?

Thank you for participating in this survey.

Please return the completed questionnaire in the envelope provided.